

## Return on Investment (ROI) Program Funding Application

This template was built using the ITD ROI Submission Intranet application.

**FINAL AUDIT REQUIRED:** The Enterprise Quality Assurance Office of the Information Technology Department is required to perform post implementation outcome audits for all Pooled Technology funded projects and may perform audits on other projects.

This is a Pooled Technology Fund Request. Amount of funding requested: \$53,388.00

### Section I: Proposal

<b>Date:</b>	8/8/2003
<b>Agency Name:</b>	Law Enforcement Academy
<b>Project Name:</b>	Iowa Law Enforcement Academy Technology Upgrade
<b>Agency Manager:</b>	Penny Westfall
<b>Agency Manager Phone Number / E-Mail:</b>	(515)242-5214 / penny.westfall@iowa.gov
<b>Executive Sponsor (Agency Director or Designee):</b>	Penny Westfall

### D. Statutory or Other Requirements

Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

☐ YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

**Explanation:**

Is this project or expenditure required by state law, rule or order?

☒ YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

**Explanation:**

Iowa Code Chapter 80B.2 requires the Iowa Law Enforcement Academy to maximize training opportunities, to co-ordinate training and set standards for the law enforcement service. Iowa Code Chapter 80B.5 requires ILEA to be the principal law enforcement library and media resource center.

Does this project or expenditure meet a health, safety or security requirement?

☒ YES (If "YES", explain.)

**Explanation:**

Enables better and up-to-date training increasing the safety of law enforcement officials in our jails, on the street and in Iowa communities.

Is this project or expenditure necessary for compliance with an enterprise technology standard?

☒ YES (If "YES", cite the specific standard.)

**Explanation:**

Enables ILEA to reach out to Iowa citizens and law enforcement personnel in the fastest technological way thus providing faster service. Enables law enforcement personnel to learn about information technology available to them.

**[This section to be scored by application evaluator.]**

**Evaluation (20 Points Maximum)**

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-20 points awarded.

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## **E. Impact on Iowa's Citizens**

### **a. Project Participants**

List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

**Response:**

Iowa Law Enforcement Academy.  
ICN & ITE.  
Department of Public Safety.  
Des Moines Police Department.  
Cedar Rapids Police Department.  
Hawkeye Technical Community College.  
Western Iowa Technical Community College.  
Emergency Management Division (hope to piggyback on their system)  
Department of Natural Resources  
Department of Transportation  
County Conservation Offices

(Each of the last three are required to send their sworn personnel to ILEA for basic training and to comply with ILEA standards.)

### **b. Service Improvements**

Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

**Response:**

This proposal will impact every peace officer, jailer, and telecommunicator specialists trained in Iowa and their communities. It will significantly improve ILEA's ability to provide customer service thus lessening the hassle factor. The ability to submit required compliance documents and apply for training on-line with the appropriate support staff improves work processes and is a significant use of information technology to re-engineer government processes.

### **c. Citizen Impact**

Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adopted rate of Iowa's citizens or government employees with the preceding project?

**Response:**

The main stakeholders are police departments, sheriff's offices, conservation offices, Department of Natural Resources, Department of Transportation, and Department of Public Safety. These stakeholders will be able to improve their work processes when able to submit training registration and compliance reports on-line to the appropriate staff person. This will result in less bureaucratic hassle and save money due to less personnel time required, less travel time, telephone expense and mailings.

The stakeholders will also benefit due to up-to-date training of their officers, particularly in the area of computer technology.

Current law provides that citizens not yet hired by a law enforcement agency can attend the ILEA when sponsored by an agency. These citizens will be able to access the requirements and necessary forms much easier with Internet access to ILEA personnel.

**d. Public Health and/or Safety**

Explain requirements or impact on the health and safety of the public.

**Response:**

**[This section to be scored by application evaluator.]**

**Evaluation (10 Points Maximum)**

- Minimally improves Customer Service (0-3 points).
- Moderately improves Customer Service (4-6 points).
- Significantly improves Customer Service (7-10 points).

**[This section to be scored by application evaluator.]**

**Evaluation (15 Points Maximum)**

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).

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**F. Process Reengineering**

Provide a pre-project or pre-expenditure (before implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

**Response:**

The ILEA does not have internet access.

Provide a post-project or post-expenditure (after implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

**Response:**

The ILEA staff is composed of fourteen instructors, fourteen support staff, assistant director and director. Not all faculty and none of the support staff have Internet access readily available. Some faculty and Support Staff Supervisor share a location where Internet is accessible.

This proposal expands two years. Year one updates necessary personal computers for instructors, support staff and ILEA classrooms and provides Internet access to all necessary ILEA staff. This allows the instructors to conduct research and remain up-to-date on current police, jail, and telecommunicator specialists procedures and case law. Support staff will utilize the internet to take class reservations, send confirmation letters, receive change of status and other compliance documents just to name a few additional services to be provided to Iowa chiefs and sheriffs. The classroom computer update insures state of the art training equipment.

In the second year of this project additional computers will be obtained for a student computer laboratory and in-car computers for ILEA training vehicles. The computer lab and in-car training computers helps provide optimal computer training for Iowa law enforcement. With the advent of in-car computers, computer related crimes, computer aided dispatch and existing communication systems there is a growing need for basic, advanced and continual computer related training courses in Iowa for law enforcement personnel.

**[This section to be scored by application evaluator.]**

**Evaluation (10 Points Maximum)**

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).

**[This section to be scored by application evaluator.]**

**Evaluation (5 Points Maximum)**

- The timeline contains several problem areas (0-2 points)
- The timeline seems reasonable with few problem areas (3-4 points)
- The timeline seems reasonable with no problem areas (5)

## H. Funding Requirements

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades, ...

	FY05		FY06		FY07	
	Cost(\$)	% Total Cost	Cost (\$)	% Total Cost	Cost (\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IowAccess Fund	\$53,388	100%	\$0	0%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$53,388	100%	\$0	100%	\$0	100%
Non-Pooled Tech. Total	\$0	0%	\$0	0%	\$0	0%

**[This section to be scored by application evaluator.]**

**Evaluation (10 Points Maximum)**

- The funding request contains questionable items (0-3 points)
- The funding request seems reasonable with few questionable items (4-6 points)
- The funding request seems reasonable with no problem areas (7-10)

## I. Scope

Is this project the first part of a future, larger project?

☒ YES (If "YES", explain.) ☐ NO, it is a stand-alone project.

### Explanation:

The first year will update the ILEA staff and classrooms. Year 2 will add a computer laboratory and in-car computers in ILEA training vehicles for peace officers, jailers, and telecommunication specialists attending ILEA at any of its trainings.

Is this project a continuation of a previously begun project?

☒ YES (If "YES", explain.)

### Explanation:

A few staff members currently have access to Internet. The classrooms are equipped with outdated information technology. This project expands and updates technology to improve training provided to peace officers, jailers, and telecommunication specialists.

## J. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology and/or IOWAccess funds? If desired, provide additional comment / response below.

### Response:

100% of ongoing costs are absorbed by ILEA.

**[This section to be scored by application evaluator.]**

### Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)

## Section II: Financial Analysis

### A. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years. Additionally, the ROI calculation must include all new annual ongoing costs that are project related.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[ \left( \frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1st Year)	% State Share	Annual Prorated Cost
Agency Staff	\$0	1	0.00%	\$0	0.00%	\$0
Software	\$0	4	0.00%	\$0	0.00%	\$0
Hardware	\$53,388	3	100.00%	\$2,000	100.00%	\$19,796
Training	\$0	4	0.00%	\$0	0.00%	\$0
Facilities	\$0	1	0.00%	\$0	0.00%	\$0
Professional Services	\$0	4	0.00%	\$0	0.00%	\$0
ITD Services	\$0	4	0.00%	\$0	0.00%	\$0
Supplies, Maint, etc.	\$0	1	0.00%	\$0	0.00%	\$0
Other	\$0	1	0.00%	\$0	0.00%	\$0
<b>Totals</b>	<b>\$53,388</b>	<b>---</b>	<b>---</b>	<b>\$2,000</b>	<b>---</b>	<b>\$19,796</b>

## C. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the ROI Financial Worksheet as necessary:

**1. Annual Pre-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation.

**Describe Annual Pre-Project Cost:**

There will be a savings in the cost of postage for mailings and personnel time. The amount is unknown.

**Quantify Annual Pre-Project Cost:**

	State Total
<b>FTE Cost (salary plus benefits):</b>	\$0.00
<b>Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):</b>	\$0.00
<b>Other Cost (expense items other than FTEs &amp; support costs, i.e. indirect costs if applicable, etc.):</b>	\$0.00

**Total Annual Pre-Project Cost:** \$0.00

**2. Annual Post-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation.

**Describe Annual Post-Project Cost:**

ILEA experienced a 30% budget reduction for FY 2003. It has been necessary to take steps to meet this budget cut such as banking down and/or shutting off lights. Any savings will be applied to areas where excessive cuts were required.

**Quantify Annual Post-Project Cost:**

	<b>State Total</b>
<b>FTE Cost (salary plus benefits):</b>	\$0.00
<b>Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):</b>	\$0.00
<b>Other Cost (expense items other than FTEs &amp; support costs, i.e. indirect costs if applicable, etc.):</b>	\$0.00
<b>Total Annual Post-Project Cost:</b>	\$0.00

**3. Citizen Benefit** - Quantify the estimated annual value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on or waiting for the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification:

**Transaction Savings**

Number of annual online transactions:	1
Hours saved/transaction:	1
Number of Citizens affected:	4,885
Value of Citizen Hour	10
Total Transaction Savings:	\$48,850
Other Savings (Describe)	\$0
<b>Total Savings:</b>	<b>\$128,231</b>

**4. Opportunity Value/Risk or Loss avoidance** - Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

**Response:**

Security is one of Governor Vilsacks reported values. The ability to live in our communities with a feeling of safety. This is not possible unless we have well-trained peace officers, jailers, and telecommunication specialists to keep this peace and security. Failing to adequately train our peace officers, jailers, and telecommunication specialists increases risk to security and safety.

This project enhances the services provided by ILEA in better training, easier compliance with standards,

and applying for training. This fulfills the requirements of Iowa Code Chapter 80B.

**5. Benefits Not Readily Quantifiable** - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

**Response:**

Project will provide training to peace officers, jailers, and telecommunication specialists in new technology. It reduces the government hassle factor by eliminating the need to deliver and/or mail required documents only to have them returned needing more information.

Well trained in state of the art procedure peace officers, jailers, and telecommunication specialists improves the quality of life in every community.

<b>ROI Financial Worksheet</b>	
A. Total Annual Pre-Project cost (State Share from Section II C1):	\$0
B. Total Annual Post-Project cost (State Share from Section II C2):	\$0
State Government Benefit (= A-B):	\$0
Annual Benefit Summary:	\$0
State Government Benefit:	\$0
Citizen Benefit:	\$128,231
Opportunity Value or Risk/Loss Avoidance Benefit:	\$0
C. Total Annual Project Benefit:	\$128,231
D. Annual Prorated Cost (From Budget Table):	\$19,796
<b>Benefit / Cost Ratio: (C/D) =</b>	6.48
<b>Return On Investment (ROI): ((C-D) / Requested Project Funds) * 100 =</b>	203.11%

**[This section to be scored by application evaluator.]**

**Evaluation (25 Points Maximum)**

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-8 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (9-16 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (17-25).

Note: For projects where no State Government Benefit, Citizen Benefit, or Opportunity Value or Risk/Loss Avoidance Benefit is created due to the nature of the project, the Benefit/Cost Ratio and Return on Investment values are set to Zero.

## Appendix A. Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

**1. Improved customer service**

% of law enforcement agencies having Internet capability submitting training registration material via Internet.

Increased number of citizens submitting basic academy required forms electronically when sponsored by



law enforcement agency but not yet hired.

## **2. Citizen impact**

Increased number of citizens requesting information on attending ILEA when sponsored by law enforcement agency but not yet hired.

Increased number of hits to the ILEA website.

## **3. Cost Savings**

% of law enforcement agencies having Internet capability submitting required compliance forms electronically.

## **4. Project reengineering**

% of law enforcement agencies having Internet capability submitting basic academy required forms electronically.

## **5. Source of funds (Budget %)**

## **6. Tangible/Intangible benefits**

[Return](#)